
Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,
Director of System Management*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



Convenient, Clean and Safe Roadside Accommodations

Percent of customers satisfied with rest areas' convenience, cleanliness and safety

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure helps MoDOT understand customer expectations concerning the convenience, cleanliness and safety of its rest areas. This information will provide insight to rest area location, lighting, and security as well as the overall cleanliness expectations.

Measurement and Data Collection:

MoDOT measures this attribute with both an internal and external data collection. MoDOT receives information in the form of a survey card offered at all rest areas in the system. The survey cards ask a variety of questions with three of the questions specifically asking if the rest area is convenient, clean and safe. This provides direct input from our customers and is considered our external source.

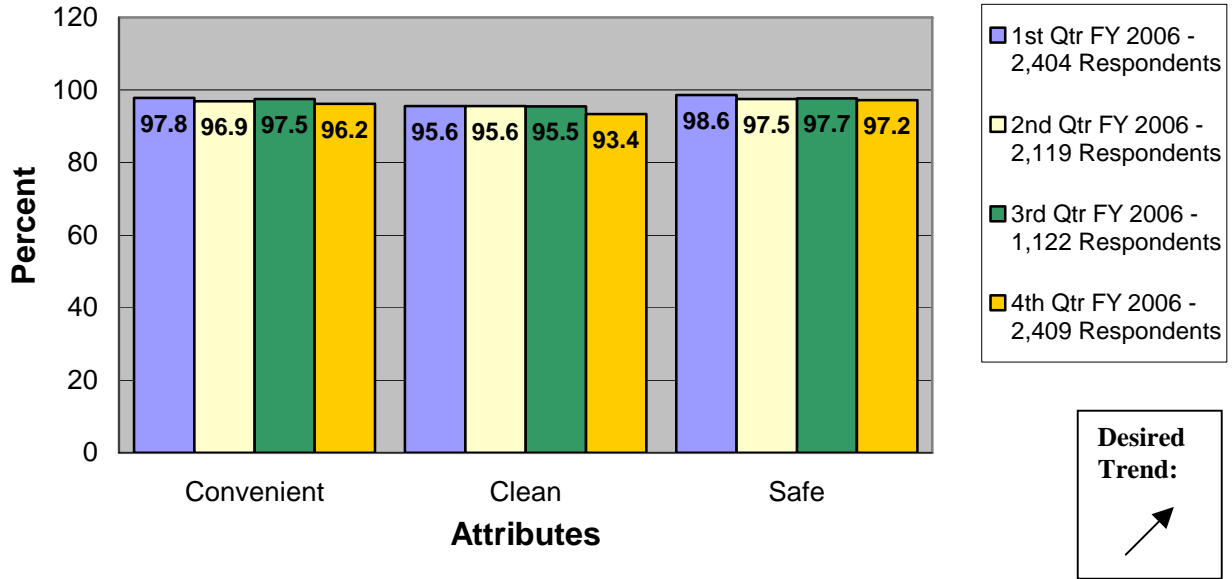
To ensure the customer satisfaction, all rest areas are inspected using an attribute list developed and based on an industry-wide literature review. The attribute list includes characteristics rest-area users identified as what they consider convenient, clean and safe. MoDOT maintenance employees inspect all rest areas at least two times per month using this list and are considered our internal source.

Improvement Status:

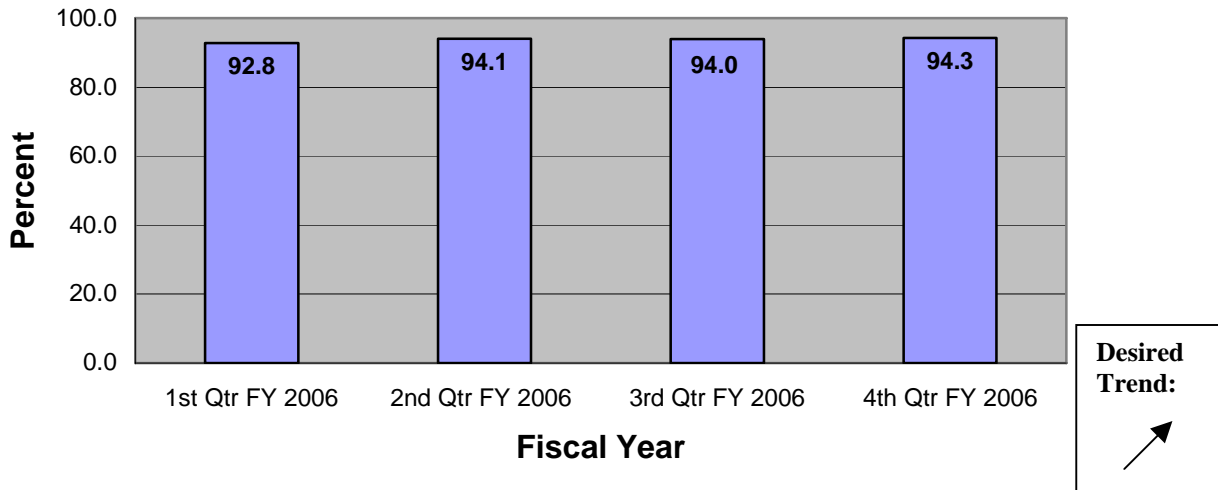
The rest area survey cards were made available in May 2005. The increase in the number of returned cards corresponds with the seasonal increase in visitors to the rest areas. In fiscal year 2006 first quarter, 2,404 cards were returned, 2,119 cards in the second quarter of fiscal year 2006 and 1,122 cards in the third quarter of 2006. The final quarter of fiscal year 2006 experienced an increase in returned cards (2,409) as expected. Customer satisfaction for all three attributes this quarter was lower than the previous quarters. The overall two percent reduction of satisfied customers means 48 of the 2,409 responses were negative rather than positive, or slightly more than one per 36 locations for a 90-day period. Still, MoDOT has implemented actions to improve the cleanliness at rest areas with lower satisfaction ratings. Based on the cards returned from 48 different states, Canada, Ireland, the United Kingdom and Switzerland, MoDOT is meeting the needs of its customers.

The internal rest area inspections started during May 2005. MoDOT is doing extremely well at meeting the customers' expectations for convenient, clean and safe facilities, largely in part to these inspections conducted a minimum of two times per month. The average score for all rest areas in the first quarter of fiscal year 2006 was 92.8 percent, a slight increase to 94.1 percent for the second quarter of fiscal year 2006 and continued at 94.0 percent the third quarter of fiscal year 2006. The final quarter of fiscal year 2006 scored 94.3 percent. MoDOT takes care of maintenance concerns in a timely manner to keep the rest areas open for use.

Percent of Customers Satisfied with Rest Areas' Convenience, Cleanliness and Safety



Internal Inspection Rating for Convenience, Cleanliness and Safety of Rest Areas



Convenient, Clean and Safe Roadside Accommodations

Percent of customers satisfied with commuter lots' convenience, cleanliness and safety

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

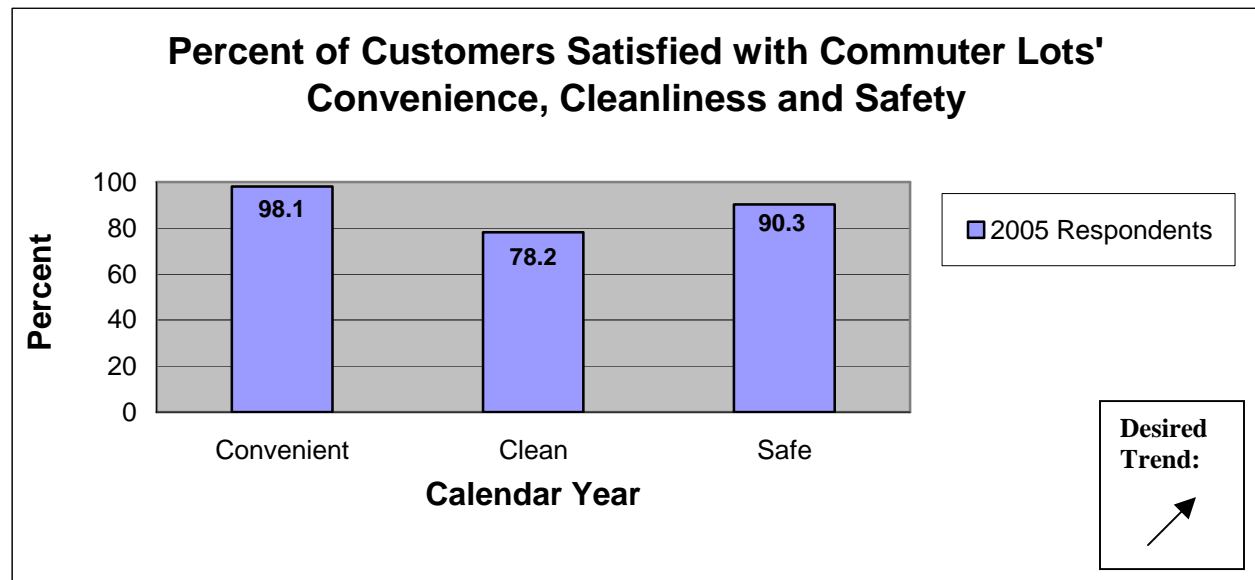
This measure will help the department understand customer expectations concerning commuter lot convenience, cleanliness and safety. This information will provide insight to location, lighting and security at commuter lots as well as their overall cleanliness.

Measurement and Data Collection:

MoDOT receives information in the form of survey cards distributed by MoDOT employees at 20 commuter lots. The survey card asks a variety of questions. Three questions specifically ask if the commuter lot is convenient, clean and safe. This is a baseline measure that provides direct input from the department's customers and is considered an external source.

Improvement Status:

Commuter lot survey cards were distributed to 1,176 customers in December 2005 and the department received 422 replies. Most of the customers thought the lots were convenient with 65 percent using them five days per week. Seventy-one percent cited saving fuel costs as the most important reason to use the lot. Ninety percent of customers were satisfied with safety at the lots with several customers expressing the need for additional lighting and almost five percent reporting theft and property damage concerns. Nearly 78 percent of the customers were satisfied with cleanliness. MoDOT received many comments about litter and the need for trash cans. Other frequent comments included better surface maintenance on the gravel and asphalt lots and expansion to provide more parking spaces in a few lots. MoDOT developed checklists for quarterly inspections at all commuter lots in the future to identify maintenance needs and improve cleanliness. The districts are working with local law enforcement agencies to improve safety by monitoring the lots with theft and property damage complaints.



Convenient, Clean and Safe Roadside Accommodations

Number of users of rest areas

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Stacy Armstrong, Roadside Management Supervisor

Purpose of the Measure:

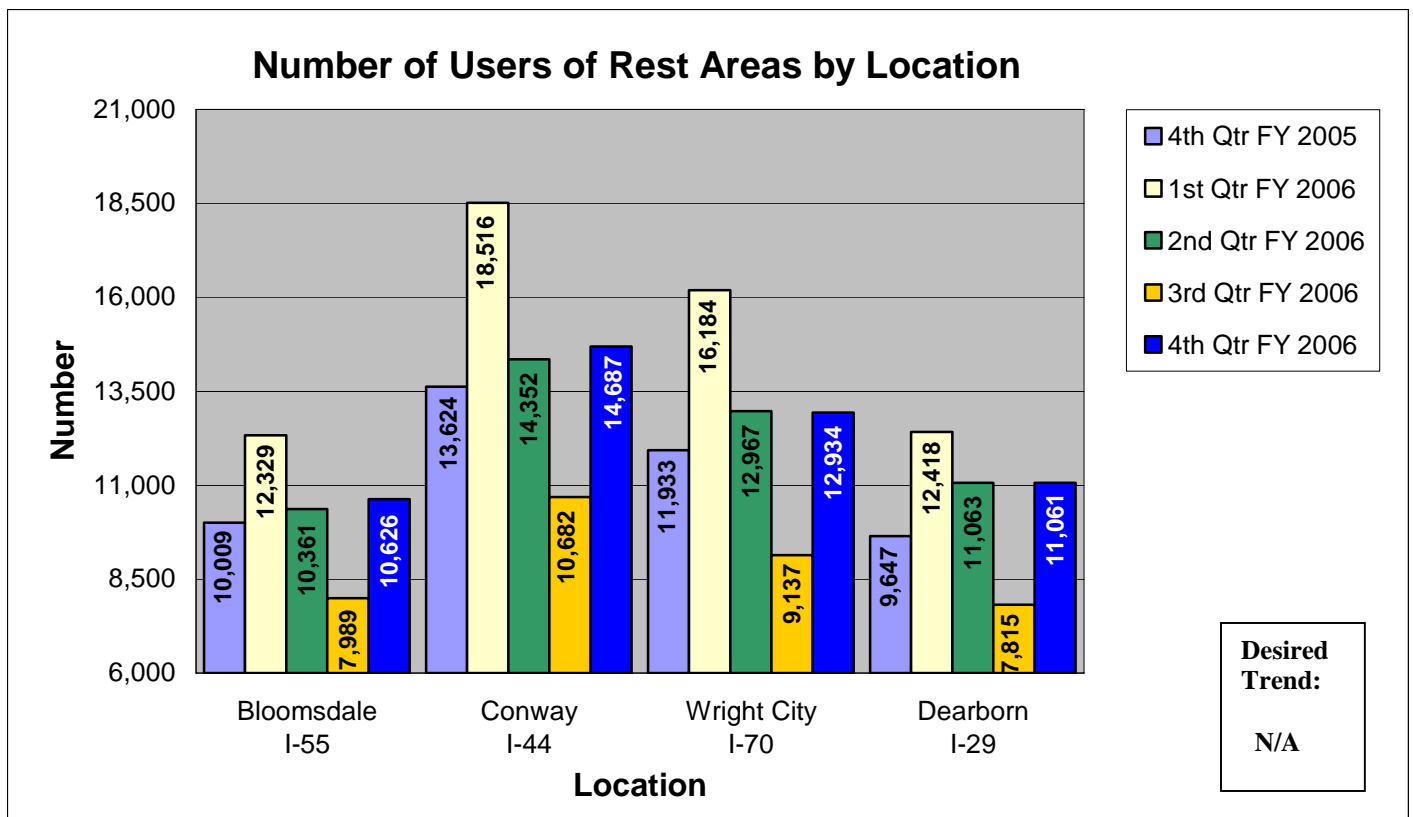
This measure tracks the number of vehicles exiting rest areas. This information helps MoDOT better understand the peak days and times visitors use rest areas, impacting staffing decisions.

Measurement and Data Collection:

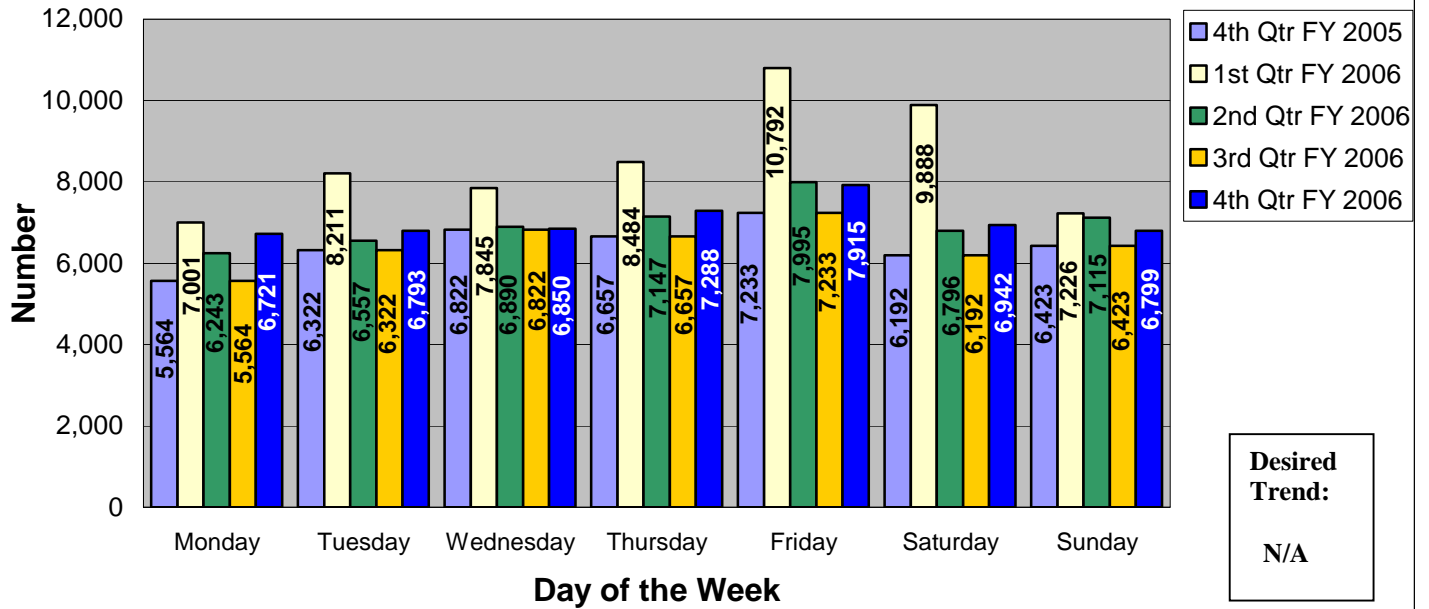
Temporary mechanical traffic counters are placed at four rest areas for seven consecutive days per quarter. All of the four sample locations have counters placed at the exit (more accurate counts than at the entrance) of each rest area to count users traveling in both directions. All four locations have two counters for a total of eight counts. This measurement started in mid-April 2005, and the first four sample areas are Bloomsdale I-55, Conway I-44, Wright City I-70 and Dearborn I-29. Four rest areas will have permanent traffic counters installed, doubling the number of rest area counts.

Improvement Status:

A total of 49,308 vehicles visited the four selected rest areas during a seven-day period in the fourth quarter of fiscal year 2006, compared to 45,213 vehicles in April 2005, 59,447 in first quarter 2006, 48,743 in second quarter 2006 and 35,623 in third quarter 2006. As expected, a rebound occurred in this quarter and July through September is expected to have the highest usage. In comparing quarter four 2005 and quarter four 2006, visitors increased by nine percent. One factor may be the count occurred in April in 2005 and May in 2006. Continued tracking of these locations will help determine if these assumptions are correct. Monday remains the day with the least visitors progressing to Friday, the busiest day.



Number of Users of Rest Areas by Day **Bloomdsdale, Conway, Wright City & Dearborn**



Convenient, Clean and Safe Roadside Accommodations

Number of users of commuter parking lots

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

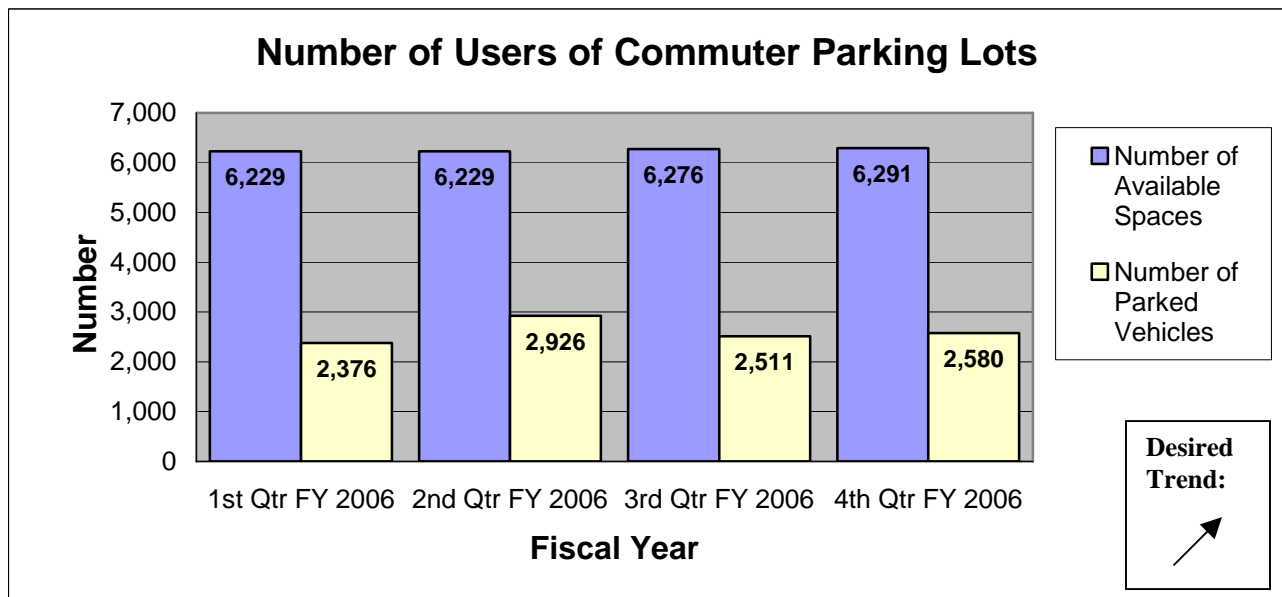
This measure tracks the number of commuter parking lot users. It will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the traveling public's needs.

Measurement and Data Collection:

District maintenance personnel count the number of vehicles parked in each commuter lot on a quarterly basis. Data is collected from every district to create a statewide report.

Improvement Status:

There was a minor increase in the number of vehicles parked in the commuter lots from the previous quarter, from 6,276 to 6,291 users. MoDOT will continue to encourage motorists to use these lots through news releases. An additional commuter parking lot was opened this quarter in the central region.



Convenient, Clean and Safe Roadside Accommodations

Number of truck customers that utilize rest areas

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

This measure tracks the number of trucks at rest areas. The numbers of trucks using the rest areas and the nearby ramps could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

Measurement and Data Collection:

On a monthly basis, district maintenance personnel will count the number of trucks parked at rest areas and on nearby ramps within 15 miles of the rest areas. The count is done between 4 and 6 a.m., which is typically the busiest time. Data is collected from every rest area to create a statewide report.

Improvement Status:

The number of trucks using the rest area parking facilities has remained relatively constant except for a slight increase in April. The westbound St. Clair rest area was closed during this period to make connections to city services, while the eastbound side reopened in May. The total number of trucks parked in the rest areas outnumbers the available designated parking spaces. To address this problem, the first phase of the Missouri Interstate Rest Area Plan is being implemented, which includes construction of new rest area facilities at two locations and increased numbers of truck parking spaces at one of the two new facilities.

